

# Effective Collections Communications

18 October 2019



## About this course:

If IQ is intelligence quotient and EQ is emotional quotient, this course shows how powerful the two combined can become when engaging with customers to achieve win/win outcomes.

This course gives participants the personal toolkit needed to communicate with customers in today's collections and recoveries arena. It will also provide a clear understanding of how collection techniques have developed to ensure increased success rates giving mutually beneficial solutions.

## By the end of the course delegates will:

- Understand what is meant by Emotional Intelligence
- Learn how to use new skills and techniques to really make a difference – right payment, right outcome, great customer care
- Realise that being emotionally intelligent does not mean being soft
- Discover a whole new world of communications in the Collections and Recoveries space
- Appreciate how these new conversations relieve stress for customers

**Please note: all FLA events are subject to the application of competition law. Details will be available on the day and are included in the booking form.**

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## Programme

Registration from 9.30 - Start 10.00 - Finish 16.00

### 10.00 Welcome and introductions

### 10.15 Workshop aims, objectives and outcomes

- Personal objectives
- Specific outcomes
- Aims and objectives

### 10.30 Introduction to Effective Communication

- The Speak
- The Listen
- The Body
- The Vocal Style
- Call Structure

### 11.00 Introduction to Emotional Intelligence (EI)

- E.I. explained
- E.I. competencies
- Emotional Education

### 11.30 Break

### 11.45 Emotional Intelligence in Collections

- Powerful Interaction
- Inner Voice Control
- Influencing Techniques
- Communication Behaviours

### 12.30 E.I. Telephone Collection

- Achieving an Emotional Balance
- The Phone Call / Triangle
- Parallel Talking
- Questioning Elements

### 13.00 Lunch

### 13.30 The 3 Principles

- Mind/Consciousness/Thought

### 14.00 Role Play - Exaggerated

- Fun while we learn

### 15.15 Break

### 15.30 Real Play - See the Improvement

- Practice what we have learned

### 16.00 Summary and Review

- Take aways
- Form filling
- Emotional goodbyes
- Close

## Trainer biography:

### Peter Maguire, PAM Training Ltd

Peter has spent 40 years in the collections and recoveries industry and has seen many changes over the years. He has worked in over 40 different countries and uses anecdotal references to stories from these experiences during his sessions, which make for both interesting debate and some hilarity.

Peter set up PAM Training Ltd to concentrate on delivering Emotional Intelligent skills and knowledge training based on his widely held view that there is still room for improvement in how people interact with one another to achieve win / win outcomes. His passion is to improve the way people communicate with one another in their home life, at work, in their social life, with customers, and with strangers.

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## In-house delivery option

This programme can also be delivered in-house. The FLA offer bespoke tailored training solutions that help you achieve your business development objectives. The FLA training team specialise in facilitating change and turning strategic intent into tangible business results.

### What we can do for you:

- Design a bespoke programme that meets your organisations specific development goals and objectives
- These can be designed as a one-off exercise, on a repeated basis as part of your company's development curriculum or company-wide courses as part of a major change programme
- Personalise our approach by incorporating your corporate culture and goals
- Complete flexibility with regards to location and timings
- Differing course levels are available to cater for the varied experience levels of your staff

For more detailed information regarding any in-house training please contact Jon Dear on [020 7420 9623](tel:02074209623) or email [training@fla.org.uk](mailto:training@fla.org.uk)

## An FLA training date for your diary:

### Foundation course in Asset Finance

This course provides a comprehensive overview of the significant role played by the asset finance industry in the provision of business finance; how it is currently shaped by legal, fiscal and financial imperatives; and provides an insight into the future of the industry.

### Date:

**7-8 October 2019**



Please register the following delegate(s) for the above course.

## BOOKING DETAILS - PLEASE USE BLOCK CAPITALS

Company name: \_\_\_\_\_

Contact name: \_\_\_\_\_

Job title: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode:

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

### DELEGATE 1

First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Company: \_\_\_\_\_

Job title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Your special needs or dietary requirements: \_\_\_\_\_

### DELEGATE 2

First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Company: \_\_\_\_\_

Job title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Your special needs or dietary requirements: \_\_\_\_\_

### DELEGATE 3

First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Company: \_\_\_\_\_

Job title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Your special needs or dietary requirements: \_\_\_\_\_

### DELEGATE 4

First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Company: \_\_\_\_\_

Job title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Your special needs or dietary requirements: \_\_\_\_\_

To register please complete this form

Phone: Jon Dear on +44 (0)20 7420 9623 Fax: +44 (0)20 7420 9631

Web: [www.flatraining.org.uk](http://www.flatraining.org.uk) Email: [training@fla.org.uk](mailto:training@fla.org.uk)

Post: Jon Dear, FLA, Imperial House, 8 Kean Street, London WC2B 4AS

## COURSE FEES

**FLA Member's fee per delegate:** £465 + VAT

**Non-FLA Member's fee per delegate:** £625 + VAT

**PAYMENT:** Upon registering you will be sent an invoice; payment is required before attending the event.

Please  invoice

Provide purchase order no:

Payment by  cheque

You can also book online at [www.fla.org.uk](http://www.fla.org.uk) where you will have the additional option to pay by credit card.

Cancellations all cancellations must be made in writing via email to [training@fla.org.uk](mailto:training@fla.org.uk). Cancellations received more than 30 days prior to the start of the course will incur an administrative charge of £70.00 + VAT per delegate. There is no refund on cancellations made within 30 days of the course start date.

Transferring from one course to another is treated as a cancellation.

You may substitute one delegate for another at no additional cost. Notification must be received in writing by noon of the business day prior to the start of the course.

Data Protection: The Finance & Leasing Association will use the data you provide to process your course registration. We would also like to keep you informed (by post, telephone, email or fax) of other FLA training courses, products and services. If you would like us to send you details of future events, please tick this box: